



Welcome to the Pediatric Clinic

Our goal is to provide your children with a compassionate health care provider who specializes in their needs. We are qualified to provide wide range of services for your children from birth through age 16.

What are the office hours?

Monday - Friday 7:30 am - 4:00 pm
Closed on Weekends & Holidays

How do I make an appointment?

In order to properly schedule daily appointments, patients who need an acute appointment should call between 7:00 am and 9:00 am. An acute condition is defined as a medical problem that started within the past 24 hours and will worsen if not treated within 72 hours.

Routine appointments, such as follow ups and wellness examinations, should not be made until after 9:00 am.

The appointment line is 256-WELL (9355) open Monday—Friday, 7:00 am - 4 pm.

Do you offer walk-in care?

Yes, we offer walk-in care 7:30 am - 11:30 am and 1:00 pm - 3:30 pm Monday through Friday for:

- Immunizations & Injections (Shot records are needed.)
- TB/IPPD tests are done every day except Thursdays.
- Sore Throats/Cultures (Ages 2-16)

We do not offer walk-in care for acute illnesses.

We also offer a Wart Clinic every Wednesday and Friday, 1:00 pm - 3:30 pm.

If I don't need an appointment, but would like to speak to someone, who do I call?

To speak to a staff member, please call the clinic at 256-WELL (9355) Monday - Friday 7:30 am - 4:00 pm.

If I need help after hours, who can I call?

Please be aware that as of 30 June the Health Care Information Line will no longer be in service.

Health and benefit information can easily be found online at www.tricare.osd.mil and www.healthnetfederalservices.com

If you need medical advice please call the clinic at 256-9355 (WELL), Monday - Friday, between 9:00 am and 4:00 pm and ask to speak to a nurse. If you have an urgent need after hours a provider is on call at (618) 463-6755 or Family Practice (618) 398 – 9445.

If you have a medical emergency (sudden or worsening medical condition that threatens life, limb or sight) go to the nearest emergency room. Do not go to an Urgent Care Center.

I need to renew my prescription, who can I call?

To renew a prescription, call the Pediatric Clinic at 256-WELL (9355) Monday - Friday, 7:30 am - 4:00 pm. Due to heavy call volume, we recommend calling after 9:30 am.

The prescription will be available in two duty days (to ensure proper review of records) at the Main Pharmacy.

If you need to refill a current prescription, please call the Refill Pharmacy (618) 256 - 7400. You will need to pick up your refill at the Refill Pharmacy, located in Building 1948, across from the James Gym on Winters Street. For added convenience the Refill Pharmacy also has a drive thru, which is located behind the building and can be accessed off of Martin street's side access road (near the bowling alley, building 1934). The drive thru is for pick up only and you must still phone in your prescription refill.

I need a referral, who do I call?

If you are to be seen in the MTF, the specialty care clinic will contact you to schedule your appointment. If you do not receive a call, please contact Referrals Management Office at 256-7521.

If you need medical care outside the facility, you will be referred to a TRICARE network provider that meets our high quality standards to ensure that you receive the best quality care. Within 5 business days, Health Net will send you the name and phone number of a specialty care provider nearest to your zip code. You will then need to contact the provider to schedule your appointment. If you do not receive a letter within 5 business days with instructions to schedule your appointment, please contact Referrals Management Office at 256-7521 or Health Net at 1-877-TRICARE.

If you are not able to receive an appointment within the 28-day standard from the referred provider, please contact Health Net by calling 1-877-TRICARE.

Who is in the Pediatric Clinic Team?

Your Healthcare Team is made up from the following medical professions:

- Pediatricians who are board certified by the American Board of Pediatrics
- Pediatric Nurse Practitioners who are certified by the National Certification Board of Pediatric Nurse Practitioners and Nurses
- Nurses who are licensed Registered Nurses (RN's) or Practical Nurses (LPN's)
- Medical Technicians who are certified Emergency Medical Technicians